IBM Software Services for Lotus

Cutting the cost of collaboration with Sametime and Quickplace Quickstart solutions

People need to collaborate. Any group of people working towards a common goal and bringing their own specialist skills and knowledge to a project need to be able to exchange information and discuss progress on a regular basis. Yet contracting budgets, pressure on time and a disinclination to travel widely are making face-to-face meetings, with their inherent expense and loss of productivity, increasingly less attractive. The question is how to provide a forum for regular collaboration without meetings?

The answer is to provide access to communication tools such as instant messaging, collaborative authoring and Web conferencing, enabling users to organise and communicate ideas and manage tasks around any project whether structured or ad-hoc. IBM* Lotus* solutions make use of these technologies, offering instant messaging capabilities from Lotus Sametime* and easy collaboration by providing a self-service Web tool to create a secure and central workspace on the Web through Lotus Quickplace* – instantly!

IBM Software Services for Lotus has introduced two powerful Quickstart solutions for Lotus Sametime and Lotus Quickplace, allowing you to discover the benefits of these increasingly popular technologies at a low entry price.

Prudence pays off

With budgets and travel currently restricted, businesses need to find new ways to collaborate effectively and increase workflow, networking and productivity, at low cost. Driven by concrete business demands, the market for collaboration tools such as instant messaging, collaborative authoring and Web conferencing is poised for rapid acceleration. Hot projects with tight deadlines require more than e-mail, voice mail or overnight faxes to get the job done. Teams regularly consist of members around the world and across different time zones. Central online workplaces and instant messaging is key to ensuring that time-critical projects can be executed on target, with ease and minimal budget expense.

Solutions for all

Are you in information technology (IT)?
Would you like to be able to:

• Test usage of the Lotus Quickplace / Sametime solutions in a small team to recognise benefits before committing to full implementation?
• Have low-cost entry into understanding the benefits of Lotus Quickplace / Sametime?
• Cut down on the volume of e-mail traffic and storage requirements?

Are you in line of business, human resources (HR), or sales? Are you a Chief Information Officer (CIO), Chief Financial Officer (CFO) or Chief Executive Officer (CEO)? Would you like to be able to:

• Reduce expenditure on telephone calls and traveling to meetings?
• Allow teams to collaborate remotely across multiple time zones and countries?

- Establish an effective and painless way to collect input and reach a collaborative decision?
- Allow sharing of documents and presentations remotely and work together on them through techniques such as white boarding?
- Identify availability of work colleagues?
- Improve customer communications and support?
- Increase internal and external relationships and productivity?

Business solution

The IBM Software Services for Lotus Quickplace and Sametime Quickstart solutions are designed to:

- Introduce you to the benefits of instant messaging.
- Introduce you to a self-service Web tool to create secure and central workspaces on the Web.
- Highlight best practices for supporting and administering the products.

IBM Lotus Quickplace / Sametime Quickstarts

The Quickstart offerings for both Lotus Quickplace and Sametime allow you to introduce these tools into a small community within your organisation. Both solutions significantly reduce the learning curve for administrators and users via hands-on implementation, knowledge transfer and education. They offer proof, in your own environment with your own users, that Lotus Quickplace and Sametime are valuable business tools for solving collaboration challenges. At the conclusion of the engagement, you will be able to appreciate the true power of the products you are using through a thorough understanding of their key features and how they can be used to greatest effect in your own environment.

Using Quickstart offerings Lotus Sametime and/or Quickplace allows you to:

- Learn about the features and functionality of the products in a controlled, limited environment before pilot and enterprise roll out.
- Leverage expertise from IBM Software Services for Lotus.

- Educate users and administrators about the technology's use and benefits.
- Set up a low-risk proof of concept to understand how the solutions' capabilities can improve corporate collaboration.

Business benefits

The IBM Lotus Quickplace and Sametime Quickstart solutions can enhance your organisation's business by means of:

IBM Lotus Quickplace

- Immediate process and efficiency improvements in selected business areas.
- Ability to try out Lotus Quickplace at a low cost entry within the organisation's environment.
- Improved communications and reduced travel expenses globally.

IBM Lotus Sametime

- Instant improved communications within your work teams
- Dramatically cut response times
- Enhanced customer communication and support
- Reduced telephone and travel expenses.

Quickstart deployment

IBM Software Services for Lotus implement a five day Quickstart Solution offering using the following project phases (value frames):

Value frame one – project scope and definition

Aligns the Quickstart with the business requirements and objectives defined within the organisation's strategy and provides the business model for the implementation. The customer at this point would have already obtained:

- One Lotus Sametime Server and client access licences, or
- One Lotus Quickplace Server and client access licences.

Value frame two – assess current environment
Audits and assesses the current business and technical environment.

Value frame three – installation
Lotus Quickplace Quickstart: Installation of the Lotus Quickplace Server and up to three standard 'out of the box' Lotus Quickplace) s.

Lotus Sametime Quickstart: Installation of the Sametime Server.

Value frame four – enablement
• A half-day hands on administration walk-through for up to two people.
• A half-day end user seminar for up to eight people.

Value frame five – review
Post-implementation review, including the development of a high-level roadmap for further Lotus Sametime and Lotus Quickplace deployments.

IBM Lotus Sametime and Lotus Quickplace Quickstart pricing
The IBM Lotus Sametime and Quickplace Quickstart Solutions are services-led offerings, providing technical services and education as well as technology. Please ask your local IBM Services Sales Representative for Lotus Software for details on pricing.

For more information
To find out more about the range of IBM Lotus Sametime and Quickplace Solutions, or arrange a demonstration, please contact your local IBM Services Sales Specialist for Lotus Software.

IBM Software Services for Lotus
You know the scenario well. Against a background of increased competition, your customers are demanding even higher levels of service at lower prices. They want ready access to information round the clock, and if they don't get it, they'll find someone else somewhere in the world that can deliver.

If new technologies are going to help you meet, retain and satisfy those customers, then you need to understand the value of those technologies, and implement them cost-effectively. But keeping abreast of continuing developments and learning how to utilise them for business advantage is a challenge in itself.

The IBM Software Services for Lotus organisation is committed to accelerating the value customers derive from their use of Lotus Software technology. IBM Lotus Software has created a range of solution offerings that give you all the tools and help you need to understand key issues and achieve best value from the latest technology. With focus on vital areas such as Web, portals, e-business, migration, collaboration, total cost of ownership and Knowledge Management, the IBM Lotus Software solutions provide technology and products, consulting and education, allowing you to choose the options you need.

From basic introduction right through to field support, IBM Software Services for Lotus can provide the skills and technology you need to be successful in the on demand era.

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